 Independent Verification & Validation Facility	Preparation of Work Instructions	IVV 05-3 Revision: H Effective Date: October 2002
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APPROVAL SIGNATURES		DATE
Gregory Blaney (original signature on file)	QMS Management Representative	10/18/02

REVISION HISTORY			
Rev No.	Description of Change	Author	Effective Date
Basic	Initial Release	Siamak Yassini IT/332	07/21/97
Rev A	Minor changes. Added Section 8.0	Siamak Yassini IT/332	02/2/98
Rev B	Format Changes to be consistent with Ames format requirements	Siamak Yassini IT/332	05/13/98
Rev C	Format changes to reflect new numbering and naming system	Siamak Yassini IT/332	07/23/98
Rev D	Quality Records - format changes, Doc number change	Siamak Yassini IT/332	08/26/98
Rev E	Doc number change, Moved under 4.5 Document and Data Control	Siamak Yassini IT/332	01/27/99
F	References to Ames Quality Manual replaced with references to IV&V Facility Quality Manual	Siamak Yassini IT/332	09/10/99
G	Format and Number changes; Delete Reference to Ames Research Center	Griggs	11/17/00
H	Remove S:\ drive URL, make this document the template for SLP generation	Griggs	10/21/02


REFERENCE DOCUMENTS	
Document Number	Document Title
NPG 1441.1	NASA Records Retention Schedules
NPG 1442.1	NASA Uniform Files Index

CHECK THE MASTER LIST at <http://www.ivv.nasa.gov/iso9000>
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IVV 05	Document and Data Control
IVV 05	Document and Data Control
IVV 16	Control of Quality Records

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1.0 Purpose

The purpose of this procedure is to establish a consistent method for preparing Work Instructions (WIs) in narrative form.

This document, with text deleted from the sections, forms a template for a new System Level Procedure. Follow steps in section 6. when preparing a new WI.

2.0 Scope

This procedure is applicable to all new and completely revised WIs prepared in narrative form at the IV&V Facility. It is optional for unique work instructions.

3.0 Definitions and Acronyms

Work Instruction (WI): A detailed step-by-step instruction on how to perform the specific tasks necessary to ensure consistent working methods and conformance to required quality standards. WIs may be forms, flowcharts, assembly or inspection procedures, detailed process instructions, manuals, specifications, standards, etc


Common WI: A WI that is used by multiple organization-level organizations at the IV&V Facility.

Unique WI: A WI that is used within only one level organization at the IV&V Facility

4.0 Flow Chart

Presents each step or activity briefly in actual sequence. Flow charts are used for clarification of the described procedures when possible. Each flow symbol is labeled with the corresponding section or paragraph number. The flow diagram presents an overview of the procedure. Flow diagrams can be done in Excel and imported into the procedure.

5.0 Responsibilities

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Reference SLP procedure IVV 05-2.

6.0 Procedure

What follows are the specifications for preparing WIs. This document can be used as a template. Rename this document and save to your own directory or desktop. The headers and footers shall remain like the one on this document. After completion, review and sign off, a copy shall be saved under **S:\NASA Shared\iso9000\working\procedures**. The Document Control Custodian (DCC) then will prepare the document for web upload.

6.1 Content

The following sections shall be addressed for each WI. Headings that are not applicable to a specific WI shall be followed by the words *None* or *N/A (Not Applicable)* in the text area.

6.1.1 Purpose (Section 1)

Provides a brief statement identifying the reason or need for the WI.

6.1.2 Scope (Section 2)

Describes the area, function, or activity to which the WI applies.


6.1.3 Definitions (Section 3)

Defines unique words, terms, and acronyms.

6.1.4 Flow Chart (Section 4)

Flow chart is optional

6.1.5 Responsibilities (Section 5)

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Reference SLP procedure IVV 05-2

6.1.6 Procedure (Section 6)

In a logical sequence, identifies each detailed step required to perform the task. For each step, the following elements shall be considered and identified or included as applicable:

- a. Special working conditions and instructions
- b. Requirements/specifications such as pressure, temperature, voltage settings
- c. Accept/reject criteria
- d. Safety Precautions and Warning Notes
- e. Data records or forms that must be completed
- f. Aids for the user, such as checklists, diagrams, schematics, and tables
- g. Identify the functional entity responsible for each step or activity
- h. Tools, Equipment, and Materials
- i. Personnel Training and Certification


6.1.7 Metrics (Section 7)

Identifies the metrics that will be used to evaluate performance of the given instruction.

6.1.8 Records (Section 8)

Identifies the products of the given instruction, their retention location and requirements, and responsible party. (List forms which are used in, and quality records from carrying out, the procedure. Indicate how they will be distributed, controlled, and retained.)

Document Name and Identification Number	User Responsible for Record Retention	Retention Requirement	Location

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7.0 Metrics

None

8.0 Records

None